

## Notice of Consumer Rights

You have these rights under state law:

- \* To be treated with respect, dignity and privacy;
- \* To develop a plan of care and services, which meets your unique needs;
- \* To the services of a certified language or sign language interpreter and written materials and alternate format to accommodate disability consistent with Title VI of the Civil Rights Act;
- \* To refuse any proposed treatment, consistent with chapter 71.05 and 71.34 RCW;
- \* To receive care which does not discriminate against you and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation;
- \* To be free of any sexual exploitation or harassment;
- \* To review your clinical record and be given an opportunity to make amendments or corrections;
- \* To receive an explanation of all medicines prescribed, including expected effects and possible side effects;
- \* To confidentiality, consistent with WAC, RCW, and regulations;
- \* All research concerning consumers whose cost of care is publicly funded must be done in accordance with all applicable laws, including DSHS rules on the protection of human research subjects as specified in chapter 388-04 WAC;
- \* To make an advance directive, stating your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions;
- \* To appeal any denial, termination, suspension, or reduction of services and to continue to receive services at least until your appeal is heard by a fair hearing judge;
- \* If you are Medicaid eligible, to receive all services which are medically necessary to meet your care needs. In the event that there is a disagreement, you have the right to a second opinion from a provider within the regional support network about what services are medically necessary;
- \* A consumer may request disenrollment from the PHP through the RSN/PHP grievance process.
- \* To lodge a complaint with the ombudsman, regional support network, or provider if you believe your rights have been violated. If you lodge a complaint or grievance, you must be free of any act of retaliation. The ombudsman may, at your request, assist you in filing a grievance. The Clark County Mental Health Ombudsman telephone number is (360) 694-6577 ext. 233.

### Clark County Crisis Line:

If you are a Medicaid eligible consumer call:

800-626-8137

If you are **NOT** a Medicaid eligible consumer call:

360-696-9560

TTY 360-696-1925

### Clark County Regional Support Network:

360-397-2130/360-397-6065 TDD

### Participating Providers:

#### **Children/Families:**

**Catholic Community Services** – 360-567-2211

**Children's Center** – 360-699-2244;

360-699-1900 TDD

**Children's Home Society of Washington** –

360-695-1325

**Columbia River Mental Health Services** –

360-993-3000; 360-993-3001 TDD

**Family Solutions** – 360-695-0115

#### **Adult:**

**Columbia River Mental Health Services** –

360-993-3000; 360-993-3001 TDD

**Mental Health Northwest** – 360-906-8336

#### **Support:**

**Community Empowerment Project** –

360-993-5901

**Consumer Voices are Born (CVAB)** –

360-695-5012

**NAMI Clark County** – 360-695-2823

#### **Hospital:**

**Southwest WA Medical Center** –

360-696-5041

## Who Do You Call With A Problem?

Each agency has a Customer Service Representative who can assist you if you have a question, concern, complaint or grievance about the service you have received.

The Clark County Mental Health Ombudsman 360-694-6577 ext. 233 can also assist you with any problems. They can also provide you with information about your rights, how to file a complaint or grievance, and other resources available to you.

You may file a complaint or grievance with Clark County RSN. Call 360-397-2130 and ask for the Quality Manager.



# Clark County Regional Support Network



# Clark County Prepaid Mental Health Plan

Clark County  
Regional Support Network  
Department of Community Services  
1610 "C" Street, Suite 201  
Vancouver, Washington 98663  
(360) 397-2130  
(360) 397-2490 Fax  
(360) 397-6065 TTY

Clark County Regional Support Network (RSN) coordinates public mental health services through a Prepaid Health Plan (PHP). Those services are provided by local community agencies. This allows you to select a provider who best meets your individual needs. This service network provides your mental health coverage.

## **What Services Are Covered?**

The community agencies you select from our list of providers may provide you with, or refer you to, one or more of the following services based on your specific needs:

1. Emergency/Crisis Intervention
2. Assessment and Evaluation
3. Case Management
4. Family Counseling
5. Individual Therapy
6. Group Therapy
7. Vocational/Education Services
8. Medication Management
9. Community Training
10. Residential Services
11. Hospital Diversion Services
12. Inpatient Treatment
13. Language Interpretive Services

If the community agency you select does not provide a specific service you need, you may be referred to another agency that does provide the service. The community agencies have staff who specialize in working with children, minority and ethnic populations, older adults, as well as individuals with special needs.

**This brochure is available in  
alternate formats upon request.**

## **How Do You Get the Services You Need?**

If you need mental health services and want to see a therapist or case manager, you may:

- Call the community agency of your choice.
- Call the toll-free number at Clark County RSN to receive a referral to one of the agencies. The Care Management staff can help determine which agency provides the best service for your specific needs. The telephone numbers are 360-397-2500 or 800-410-1910.

Your initial appointment with one of the mental health agencies will help identify your mental health service needs and begin to develop specific goals and types of services that would be most beneficial. This process could result in referrals to other agencies in the community to address additional service needs.

## **Who Is Eligible?**

The PHP is available to all Medicaid recipients who require mental health services. If you do not have Medicaid, you may still be eligible for services based on your need and income level. Your first meeting with a counselor will help determine if you are eligible. If you are denied services but still feel that you are eligible, you may ask to have your case reviewed with a Customer Service Representative at the agency, the staff at Clark County RSN, or the Mental Health Ombudsman.

## **What Is the Cost of Services?**

If you have Medicaid, there is no charge to you for the services you receive. If you do not have Medicaid, you may need to pay for the services on a sliding fee basis. If you have private insurance, it may also cover the cost of your services.

The agency you choose will be able to assist you in understanding the sliding fee scale and will make sure you are able to receive the services you need.

## **Out of Area Emergencies**

We understand that you may travel or visit other parts of the country. In those instances, Clark County will cover only emergency psychiatric services. Anytime you receive emergency psychiatric services out of Clark County, the person or hospital providing the emergency services should contact Clark County RSN at 800-410-1910 as soon as possible to discuss your circumstances and service needs.

## **Non-Covered Services**

Clark County RSN staff continually work with experts to assure that the highest clinical standards are followed in providing your mental health services. These services are those which research supports as being the best to take care of your specific mental health needs.

If you feel strongly that a non-covered service is best for your care, you or your counselor may contact Clark County RSN to request an exception. Care Management staff will review your situation and inform you of the decision.

## **Consumer Disenrollment**

A consumer may request disenrollment from the PHP through the RSN/PHP grievance process. The mental health division must disenroll a Medicaid consumer from his/her prepaid mental health plan only when the consumer meets certain criteria, including loss of eligibility for Title XIX Medicaid services, consumer is deceased, or on a case-by-case basis, as stipulated in WAC 388-865-0340. Clark County RSN at (360) 397-2130 can answer your questions regarding disenrollment criteria and procedures.

## **Unauthorized Care**

Clark County RSN will not be responsible for any public mental health services that are not authorized.

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